

The Sharing Factory

Organisation(s):	Public Centre for Social Welfare Kortrijk	
Country:	Belgium	
Contact:	policy@esn-eu.org	
Theme:	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input checked="" type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-centred Care <input type="checkbox"/> Other, please specify:
Principles of the European Pillar of Social Rights: <i>Check the 20 principles here.</i>	<input checked="" type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
Current status of the practice:	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Execution & Monitoring Phase <input checked="" type="checkbox"/> Consolidation Phase <input checked="" type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
Context/ Social issues addressed <i>Please explain the problem you attempt to solve.</i>	In De Deelfabriek, the need for material support is a starting point for organising person-centred care and support. Behind this support is a unique collaborative practice between different levels of government, public agencies, services, and third and private-sector organisations. As for the location, the Public Centre of Social Welfare (PCSW) partnered with the city of Kortrijk, the provincial and regional	

	<p>government, the European Regional Development Fund (ERDF), and the Flemish Heritage Agency to turn the old fire station into a modern, hip and sustainable building with maximum respect for its historical and heritage value. After the completion, the city will be responsible for its maintenance and all matters related to utilities (water, electricity, solar energy, etc.).</p> <p>The project has been developed in a very accessible way for everyone, but in particular for disadvantaged groups looking for ways to reduce their expenses out of necessity, complementary to the existing services of the PCSW.</p>
<p>Objectives: Please provide a maximum of three objectives in bullet points.</p>	<ul style="list-style-type: none"> • Lifting people out of poverty • De Deelfabriek connects with people by focusing on the opportunities to save money, reduce consumption, live more sustainably or become more self-reliant.
<p>Activities: Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>	<p>The Deelfabriek creates a warm, empowering and autonomous climate in which various initiators and participants find and strengthen each other.</p> <p>It accommodates several shops, initiated and operated by more than 15 voluntary citizen's initiatives. They all offer a wide range of items to share and for temporary use: bikes for all ages, clothing, household appliances, garden equipment, baby- and toddler equipment, odd jobs tools & machinery, sportswear, toys, pet utilities. It is open to anyone interested in the circular economy, but for vulnerable target groups, specific services are in place: a family support worker who guides people coming out of necessity to community case managers who organise person-centred care. Moreover, it is a social workplace for the work experience programs from the PCSW. Lastly, De Deelfabriek houses a spin-off of the social restaurant 'VORK' and a social grocer with income-related prices. Finally, De Deelfabriek is the new operating base for neighbourhood development and community work from the city and the PCSW.</p>
<p>Evaluation of practice: Please explain how you evaluate the practice, and what the results were/are so far</p>	<ul style="list-style-type: none"> - Feedback through people's experiences of services - Feedback from staff and leaders - Feedback from partners, e.g. regulators/inspection agency - Quantitative data collected internally <p>Impact:</p> <p>We measure the impact of person-centred care at the level of the client/family: together with the community case manager, the client/family charts their progress in the various areas of life at fixed moments throughout the entire trajectory. This is recorded in a specially developed digital system of the PCSW.</p> <p>Secondly, we monitor the number of clients referred by the PCSW to De Deelfabriek and vice versa: the PCSW refers approximately 200 new people per year to De Deelfabriek. In 2022, De Deelfabriek registered 1.123 social welfare questions from 318 unique persons/families.</p>

	<p>We also monitor our coverage at the individual level of the citizen's initiatives and service providers. A glimpse of some numbers: in 2022, a total of 104 people participated in two repair cafés. At the new location, we will organise these monthly. In 2022, 390 people participated in the Switch activities (specific activities for mothers and their children), compared to 126 in 2021. Material aid was provided for 163 people with newborns, compared to 126 in 2021.</p> <p>Next to the monitoring activities, we organised a customer survey in 2023 with users/clients and focus groups with non-existing clients. This provided us with important insights: De Deelfabriek meets the needs of its users and the specific target groups.</p> <p>.</p>
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>https://www.kortrijk.be/deelfabriek</p>
<p><u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i></p>	<p>Most come to De Deelfabriek for financial or material reasons, to meet other people and to break social isolation. It is a stepping stone to personalised care and support.</p> <p>Based on this important insight, we decided to extend the opening hours as soon as we started at the new location and to complement the operations with MINI-VORK, a spin-off of the local social restaurant VORK. This will become a meeting place where people can have a healthy meal at an income-related price. VORK itself produces 24.000 meals per year. 81% pay a reduced price (€ 2 or € 8). With MINI-VORK, we aim to grow to 30.000 meals per year, maintaining the same % reduction in meals as an objective.</p>